

**CITY OF CONOVER**  
**P. O. BOX 549**  
**CONOVER, NC 28613-0549**  
**PHONE (828) 464-1191 Voice/TDD**  
**(828) 465-5177 Fax**

Dear Conover Residents,  
On behalf of the City Council and staff, welcome as a new citizen of Conover. Most people want to know what services are available and current City policies and practices. We hope this summary of information about the City and its services answers many of your questions. You may want to keep this handy for future reference.

**WATER AND SEWER**

The water meters are read approximately the 6th of each month and bills are mailed the last business day of the month. The total amount due is payable at the City Office within 10 days from billing date. Water service is subject to be discontinued without notice if payment is not received within 25 days from the billing date. No second notice is sent. A \$30.00 late fee will be charged to all delinquent accounts.

City Office hours are 8:00 a.m. to 4:30 p.m., Monday through Friday, except holidays. The telephone number is 828-464-1191. There are two night depositories for your convenience. One is located at the 2nd Avenue, NE entrance to City Hall and one is at the rear of the building behind the water tower.

**TAXES**

The tax rate is \$0.40 per \$100 valuation. Listing is done at the County Administration Building during the month of January. The Catawba County tax rate is \$0.535 per \$100 valuation.

**“THIS INSTITUTION IS AN EQUAL  
OPPORTUNITY PROVIDER  
AND EMPLOYER.”**

**TRASH MUST BE OUT BY 5:00 a.m. ON YOUR  
COLLECTION DAY**

Each residence will be issued one (1) green 96-gallon rollout container for use in the removal of household garbage. Garbage must be placed in the rollout provided by the City for collection. Users generating more than the one 96-gallon container once per week on a consistent basis must purchase an additional container at current cost. Residences generating more than two (2) containers per week must obtain service from a private hauler. Although the containers are the property of the City, each user is responsible for keeping them clean and notifying the City should maintenance be required.

**Garbage must be placed in the green 96-gallon  
rollout provided by the City for collection**

White goods (old appliances), old furniture, tires, wood, scrap metal, etc. will be collected on your assigned collection day. All items must be separated for proper collection and disposal.

**THE CITY WILL NOT COLLECT: PAINT,  
BRICK, BLOCK, CONCRETE, ROCK, OR DIRT**

The following are some **DO's** and **DON'Ts** relating to the rollout container use.

**DO** place containers at curbside by 5:00 a.m. on your scheduled collection day.

**DO** place container with handles facing street.

**DO** place household garbage only in the container. Yard debris must be separate.

**DO** drain food waste from liquid prior to disposal.

**DO** keep container lid closed at all times.

**DO** store container on user's property promptly following collection and not left on the public right of way.

**DO** hose out container with water as necessary.

**DO NOT** place yard debris or recyclables in garbage rollout container.

**DO NOT** put ashes, cinders, or any hot substance in containers. This could cause damage to the containers.

**DO NOT** place container in ditch line areas. Containers should be placed in flat areas such as driveways, road shoulder, sidewalk or lawn.

**CARDBOARD**

Don't forget cardboard is recyclable and banned from the landfill. For proper disposal of the cardboard we ask residents to take their cardboard to the container located in the Post Office parking lot beside City Hall for proper disposal.

**Recycle today for a better tomorrow**  
**Each residence will be issued one (1) blue 96-gallon  
rollout container for use in the removal of  
recyclables only**

**CLEAN RECYCLABLES ONLY**

**YES** all plastic bottles and containers  
**YES** mixed paper, newspapers with inserts, junk mail  
**YES** computer, office and color paper, envelopes  
**YES** magazines, telephone books, paperback books  
**YES** cardboard, gift boxes, shoeboxes (flattened)  
**YES** pizza, cereal & food boxes (NO food debris)  
**YES** milk & juice cartons & boxes (must be empty)  
**YES** aluminum cans, steel cans including lids  
**YES** glass bottles & jars (all colors)

**NO** plastic bags, plates, cups or utensils  
**NO** glassware or ceramic dishes  
**NO** Styrofoam or foam padding  
**NO** waxed cardboard  
**NO** mirrors or window glass  
**NO** hazardous waste, electronics & paint  
**NO** light bulbs or fluorescent tubes  
**NO** household garbage, food waste or liquids

**ALL RECYCLABLES MUST BE IN BLUE CART,  
LID MUST BE CLOSED**

**YARD DEBRIS INFORMATION**

Yard debris may be disposed of curbside. Limbs should not exceed 4 inches in diameter nor exceed 6 feet in length. Cut ends should face road side. Debris piles are asked to be no larger than 5 feet wide and 5 feet tall. Please leave small gap between large piles. Remember yard debris should not be put in your garbage container. Loose yard debris such as grass and leaves can be piled curbside for vacuum truck collection. This service is available year round.

Tree removal or tree trimming performed by contractors or persons for hire **WILL NOT BE COLLECTED BY THE CITY.** Building or demolition materials generated by contractor or person for hire **WILL NOT BE COLLECTED BY THE CITY.**

**FALL LEAF COLLECTION**

NOVEMBER 1st THROUGH JANUARY 1st  
During leaf season all leaves must be placed at curbside for pickup by the Conover Public Works Department. The department encourages residents to take advantage of the City's vacuum service. Please remove all limbs and twigs from leaf piles. Please place leaves at curbside near edge of road. Leaf piles and other debris should not be placed in the curb, ditch line, or street. This is a danger to pedestrians and vehicle traffic.

**ELECTRONICS BANNED**

All electronic equipment has been banned from the landfill as of July 2011. The City provides Conover residents a drop off collection opportunity every 2nd Saturday of each month between the hours of 8 a.m. and 12:00 noon. Bring your used electronics to Conover's Public Works facility located at: **939 4th St SW** for proper disposal. Catawba County also offers electronic, paint collection & hazardous waste collection at their Blackburn landfill. Please check their website at [www.catawbacountync.gov](http://www.catawbacountync.gov) or call **828-465-8200** for more information.

**BUILDING AND ZONING PERMITS**

Any building construction, renovation, demolition, fencing or accessory structure (outbuilding) requires a building and zoning permit. Call the Planning Office at 828-464-1191 for more information.

**FENCES, SHRUBBERY AND TREES**

No obstructions of any kind are permitted to be erected or planted in the public right of way or in such a manner as to protrude into the public right of way, or to obstruct vision at street intersections. Building permits for fencing are required. Please check with the Planning Department for more information.

**WEEDS**

It is the responsibility of any owner or responsible occupant of property to maintain all property and to cut and remove all weeds or grass more than one foot in height. Vacant lots must be mowed at least twice between the period of June 15 and October 15.

**PETS AND ANIMALS**

All pets should be kept under owner's control. Animals deemed to be a nuisance may be seized by animal control officers and/or owner subject to a fine. Pens or dog lots must be placed in the rear of the yard in such a manner that they are no closer than 40 feet from the nearest neighboring house or dwelling, and cleaned once per week. North Carolina law requires all dogs four months in age or older to have rabies shots and tags as proof. If there are problems, Catawba County Animal Control should be contacted at 828-464-7686.

**PARKS**

The City of Conover has 8 parks: The Conover City Park (physical address is 361 5th Av SE) which is located at Conover Station, The Hunsucker Park (corner of 8th St NE & 1st Ave Pl NE), the Conover Downtown Park (behind the Post Office), the Southwest Playground (corner of 4th St Pl SW & 2nd St SW) , Hines Park (4th St SW) Travis Park (6th St Ct NW), Rowe Park & Majestic Park (SW).

**YMCA**

The Adrian L. Shuford, Jr. YMCA is located within Conover at 1104 Conover Blvd. East (Highway 70), offering a wide range of activities and programs. For more information contact the YMCA at 464-6130.

**GREENWAY**

Greenway, a public bus system serving Conover, Hickory and Newton operates on a regular schedule throughout the City. Schedules are available at City Hall. Special handicap facilities are available from Greenway. Call 464-9444 for more information.

**STREET LIGHTS**

When street lights burn out, notify Duke Energy with the address and light pole number. (1-800-777-9898) Or checkout their website at [www.duke-energy.com](http://www.duke-energy.com)

**PARKING**

Permanent off-street parking is required for all residences. Temporary parking is permitted during the day, but the street must be cleared of vehicles at night. Parking on the front yard of a residence is prohibited.

**VOTING**

If you are registered with the Catawba County Board of Elections and meet other voter requirements, you may vote in all City, County, State and National elections. Contact the Catawba County Board of Elections at (828)464-2424 for more information or their website [www.catawbacountync.gov/elections](http://www.catawbacountync.gov/elections)

**HOLIDAY COLLECTION**

The Sanitation Dept. only works Thanksgiving & the day before & the day after Christmas holidays. All other holidays will be collected on the following day after the holiday. If a holiday falls on a Monday-Thursday the collection will be the following day. If a holiday falls on a Friday collection will be the following Monday. Due to increased volume of trash during the weeks of Christmas and New Year’s, yard debris collection will be limited. Your cooperation during the holidays will be greatly appreciated. Please plan accordingly.

**EMERGENCY: (Police, Fire, EMS, Rescue) 911**

Services for emergencies (fire, police, EMS) are dispatched by calling 911, the Catawba County Communications Center.

Other than Emergency Calls after 4:30 p.m. and weekends (i.e. service interruptions, or problems with water, sewer, streets. etc.) 828-464-3112

**TELEPHONE NUMBERS OF INTEREST**

Duke Energy Company	1-800-777-9898
Charter Communications	1-888-438-2427
AT&T	1-800-222-0300
GDS (County Garbage)	828-256-2158
Piedmont Natural Gas	1-800-752-7504
Conover Post Office	828-464-2073
City Office Voice/TDD	828-464-1191
City Office Fax	828-465-5177
Public Works Department	828-464-4808
Fire Department	828-464-1295
Police Department	828-464-4698
Light Leap (wireless internet)	828-322-1505
<a href="http://www.lightleap.net">www.lightleap.net</a>	

**MEETING DATES**

Conover City Council - First Monday each Month at City Hall 7:00 p.m.

Planning Board - Third Tuesday each Month at City Hall 7:00 p.m.

Conover Board of Adjustment - as needed.

**The public is welcome at all meetings. Meetings are held in accessible rooms. Special requests for accommodations should be submitted by individuals with disabilities at least 48 hours before the scheduled meeting time.**

**WELCOME  
TO  
CONOVER**



**A newcomers brochure  
of information and  
services in the City of  
Conover, North Carolina**

**[www.conovernnc.gov](http://www.conovernnc.gov)**